The Relationship Between Employee Job Stress and Employee Performance

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Abstract: With the many problems that occur in the company where the researcher works, the researcher is interested in conducting this research. This study aims to determine the relationship between employee job stress and employee performance. The method used is a quantitative method. Samples were taken as many as 35 people. The data collection technique of this research used a questionnaire and literature study. Analysis of the data used is simple linear regression analysis. The results of the analysis obtained the equation Y = 36,778 +-, 345 X. Hypothesis testing using the t test, which shows that the work conflict variable has a negative and significant effect on employee performance. The conclusion of this study is that there is a negative and significant relationship between work stress and employee performance, meaning that the higher the work stress, the lower the employee 's work performance.

Keywords: Employee Work Stress, Employee Work Performance

INTRODUCTION

Employee performance is very important in the company to achieve its goals, so the company makes various efforts to improve performance at work is one of the needs that everyone wants to achieve at work. Employee performance is not the same result, this is because each employee has different abilities and willingness in carrying out their work.

According to Prabu (2009) in Sutrisno (2010:151) states that work performance is the result of work in quality and quantity achieved by an employee. Every company expects to have employees with high work performance. Wirawan (2009) explains that high work performance can be seen through indicators from:

1) The results of work in the form of quantity of work, quality of work, and efficiency in carrying out tasks.
2) Qualitatively in the form of:
a) Work behavior includes work discipline, initiative and thoroughness.

b) Personal characteristics of employees that have to do with work include leadership, honesty and creativity, high employee performance will benefit the company's productivity to increase and benefit employees there is the possibility of a salary increase or position.

c) In fact, high employee performance is not in line with company expectations. Companies face low employee performance. impact on the company's productivity that declines and cannot meet consumer demand. So the company suffered losses and experienced obstacles in its development. Meanwhile, employees who do not have work performance will hinder career development and reduce income.

Table 1. Productivity Targets And Production Actual

Month	Productivity Targets (Per Month)	Product Realization (Month)	Percentage
FEBRUARY	890	850	93.3
LINE up	890	600	70.6
APRIL	90	750	86.6
POSSIBLE	890	450	66.6
JUNE	890	450	66.6
JULY	890	450	66.6

Table 1. shows the realization of production in February as many as 850 boxes with an achievement of 93.3%, in March 600 boxes with an achievement of 70.6%, April 750 boxes with a percentage of 86.6 %, and May is 450 boxes the percentage is 66.6%, in June is 450 squares the percentage is 66.6%, in July is 450 squares the percentage is 66.6%. While the production target is 890, this shows that employee performance is still low. Because it does not reach the desired target of the company.

Excessive workload includes work conditions that are quantitatively overloaded, according to Karimi and Alipour (2011) that quantitative overload is when an employee's physical work exceeds his ability. This is because employees have to complete a lot of work in a short time. The factor of working conditions is one of the factors that influence the decline in work performance.

Based on the table above, there is an excessive and monotonous workload because it must be done every day and a high division of work time (about 8 hours per day). This working condition causes employees to experience dizziness, mental fatigue, loss of concentration. effective communication skills, these characteristics indicate employees experience job stress.

fx. Suwarto (2010:79) states that work stress is something that involves interactions between individuals and the environment with a measure of stimulus interaction, interaction response, or response to a stimulus.

According to Robbins (2008:368) stress is a dynamic condition in which an individual is faced with opportunities, demands or resources related to what the individual wants and the results are seen as uncertain and important.

Husein Umar (2008:44) that stress is a condition of tension that affects the emotions, thought processes and conditions of a worker.

Research on work stress and work performance has been carried out by Widoyoko (2010). From the results of this study it was concluded that job stress affects work performance in line with increasing performance, stress tends to increase, because stress helps employees to direct all natural resources to meet work needs is a healthy stimulus. which encourages employees to respond to job challenges, eventually stress reaches a stable

point that is approximately in accordance with the employee's performance abilities, then if the stress becomes too great, performance will decline because stress interferes with the execution of work, employees lose the ability to control it. The most extreme consequences are zero performance, employees can no longer work, are desperate to leave or refuse to work to avoid stress.

LITERATURE REVIEW

Definition of Stress

There are several popular psychological terms that are often confused with "stress". In essence, this word certainly refers to the condition of a person who experiences excessive emotional demands and/or time making it difficult to function effectively in all areas of life. This situation can result in the emergence of quite a number of symptoms, such as depression, chronic fatigue, irritability, anxiety, impotence, and low quality of work (Richards, 2010).

According to Richard (2010) stress is a process that assesses an event as something threatening, or dangerous and individuals respond to the event at the physiological, emotional, cognitive, and behavioral levels. Stressful events can be positive (such as planning a wedding) or negative (such as the death of a family). Something is defined as a stressful event or not, depending on the response given by the individual to it. Kompas (in Preece, 2011) argues that stress is a threatening concept and the concept is formed from an environmental perspective and a transactional approach. (Chong & Ali, 2021)

According to Dilawati (in Syahabuddin, 2010) stress is a feeling experienced when a person receives pressure. Pressure or demands received can be in the form of perpetuating the relationship relationships, meeting family expectations and for academic achievement. Lazarus and Folkman (in Evanjeli, 2012) who explain stress as an individual condition that is influenced by the environment. Stress conditions occur because of an imbalance between the pressures faced by individuals and the ability to deal with these pressures. Individuals need sufficient energy to deal with stressful situations so as not to interfere with their well-being. Based on the description above, it can be concluded that stress is an event or experience that is negative as something that is threatening, or harmful to individuals, originating from situations originating from one's biological, psychological, and social systems

According to Handoko (2008:200), work stress is a condition of tension that affects one's thought processes, emotions, and conditions. According to Robbins (2008) stress is a dynamic condition in which an individual is faced with an opportunity, constraint, or demand related to what is desired and the outcome is perceived as uncertain and important. According to Hasibuan (2012: 204) Stress is defined as people who experience stress become nervous and feel chronic worries so that they often become angry, aggressive, cannot relax, or show an uncooperative attitude. (Ali et al., 2016)

According to Hulaifah Gaffar, (2012:8). Job stress is an external role conflict or demand regarding a person, for example an object in the environment or an objectively harmful stimulus. Stress is also defined as pressure from the leadership, tension or unpleasant disturbances that come from outside a person, it can also be from the work environment or the authority of the work being carried out.

Definition of Work Performance

Work performance comes from two words, namely achievement and work. Where the term achievement comes from the Dutch language called pretatic, which means what has been created. According to Hasibuan (2009) work performance is a work achieved by a person in carrying out the tasks assigned to him based on expertise and sincerity and time. (Ansori & Ali, 2017)

In contrast to the opinion of Mangkunegara (2011) work performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him, the quality and quantity of work achieved by employees in carrying out their duties. according to their responsibilities. that is given to him is what is meant by work performance. (Munawar & Saputra, 2021)

Based on this theory, it can be stated that work performance is the result of an employee's work in quality and quantity in carrying out his work in accordance with the responsibilities given over a certain period of time.

According to Byar and Rue in Sustrisno (2011: 151) said that there are two factors that affect work performance, namely individual factors and environmental factors. The individual factors in question are:

1) An effort that shows a number of physical and mental synergies used in carrying out task movements.
2) Ability, namely the personal characteristics needed to carry out a task.
3) Perception of roles/tasks, namely all behaviors and activities deemed necessary by individuals to complete a job.

Environmental factors that affect work performance are:

1) Physical condition
2) Equipment
3) Time
4) Ingredient
5) Education
6) Supervision
7) Organization Design

According to Sutrisno (2009) states that work performance indicators are:

1) Quality of work (Quality)
2) The level of perfection of the work process or the fulfillment of ideal and expected work activities.
3) Working quantity (Quantity)
   a. The amount generated in the context of value for money, number of units, or number of completions of an activity cycle.
4) Period (Timeliness)
   a. The level of adjustment of an activity carried out or a result achieved with the shortest expected time so as to maximize the use of time for other activities.
5) Cost Effectiveness
   a. Level of maximizing organizational resources to obtain results or
   b. reduce losses.

According to Flippo (2012) a person's work performance can be measured through:

1) Quality of work
   a. Relates to punctuality, skills and personality in doing work.
2) Work quality
   a. In connection with the provision of additional tasks given by superiors to subordinates.
3) violence
   a. Relates to the level of attendance, the provision of rest time, and the schedule for late attendance at work.
4) Attitude
   a. An attitude that exists in employees that shows how far the level of cooperation in completing work.

Benefits of Job Performance Assessment

According to Drs. T. Hani Handoko (in Samsudin, Sadili, 2015:163), there are ten benefits that can be learned from the assessment of work performance, which are as follows.

1) Improved Work Performance

Performance feedback allows employees, managers and personnel departments to improve their activities to improve job performance.

2) Compensation adjustment

Performance evaluation helps decision makers in determining wage increases, bonuses, and other compensation.

3) Placement decision

Promotions, transfers, and demotions (demotions) are usually based on past or anticipated work performance. Promotion is a form of work performance.

4) Training and development needs

Poor job performance indicates the need for training. Likewise, good work performance can reflect the potential that must be developed further.

5) Career Planning and Development

Job performance feedback can direct career decisions, i.e. about specific career paths that should be researched.

6) Staffing Process Deviations

Good or bad performance reflects the strengths or weaknesses of the personnel department's staffing procedures.

7) Information Inaccuracy

Poor job performance can indicate errors in job analysis information, human resource plans, or other components of the personnel management information system. Taking advantage of inaccurate (accurate) information may result in inappropriate personnel decision making.

8) Fair job opportunities

Accurate job performance will ensure that internal placement decisions can be made without discrimination.

9) External Challenge

Sometimes work performance is influenced by factors outside the work environment, such as family, health, financial conditions, or personal problems. With performance appraisals, the personnel department can offer assistance to any employee who needs or is expected to need it.

Samsudin, Sadili (2010:165) explained that the purpose of performance appraisal can be classified as follows.

1) Administrative

It provides direction for establishing promotions, transfers, and raises.

2) Informative

Provide data to management on the performance of their subordinates and provide data to individuals about their strengths and weaknesses.
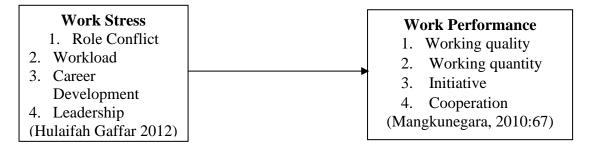
3) Motivation

Creating learning experiences that motivate staff to develop themselves and improve themselves and improve work performance.Employee work stress is one of the problems that need to be considered in order to improve the quality of human resources owned by the company, so it is necessary to know the factors that cause employee work stress and symptoms of stress experienced by employees . Job stress affects employee performance. If employees experience job stress, job performance decreases, which hinders the company from achieving its goals. (Rajab & Saputra, 2021)

To facilitate the completion of this research, it is necessary to make assumptions or a basic framework of thinking, namely how many theories are rejected by the experts. Based on the problems that have been stated above, the researchers will propose theories from experts which will then serve as a framework for thinking. The following researchers will put forward the definition of work stress according to experts, namely:

According to Hulaifah Gaffar, (2012:8). Job stress is an external role conflict or demand regarding a person, for example an object in the environment or an objectively harmful stimulus. Stress is also defined as pressure from leadership, tension or unpleasant disturbances that come from outside a person.

For more details can be seen from the framework below, as follows:

Work Stress 1. Role Conflict 2. Workload 3. Career Development 4. Leadership (Hulaifah Gaffar 2012)	→	**Work Performance** 1. Working quality 2. Working quantity 3. Initiative 4. Cooperation (Mangkunegara, 2010:67)

RESEARCH METHODS

The method used in this study is a quantitative method, namely research that solves problems based on numbers so that conclusions can be drawn and suggestions are given. Operational variables are solving the variables contained in the problem into the smallest parts so that the size classification can be known, this is done to make it easier to get the data needed in research. There are two types of variables used, namely: The independent variable that affects the problem that occurs. In this study, employee work stress is a variable that affects employee performance. The dependent variable is influenced by other independent variables. In this study, work performance is a dependent which is influenced by work stress.

Validity test

Used to measure the validity or validity of a questionnaire. The validity test was carried out by conducting a bivariate correlation between each indicator score and the total score. To test this validity using the SPSS program. The testing technique that is often used by researchers to test the validity is using the Pearson Bivariate correlation (the product of Pearson's Moment). This analysis is done by correlating the score of each item with the total score. The total score is the sum of all items. These items are able to provide support in expressing what you want to express is valid. If r count > r table (2-sided test with sig 0.05) then the instrument or item has a significant correlation with the total score (declared valid).

$$r_{xy} = \frac{N\Sigma xy_{-(\Sigma x)}(\Sigma y)}{\sqrt{(N\Sigma x^2 - (\Sigma x)^2(N\Sigma y^2 - (\Sigma y)^2)}}$$

Information:

r_{xy} = Koefisien korelasi antara variabel X dan variabel Y

Σxy = Jumlah perkalian antara variabel x dan Y

Σx^2 = Jumlah dari kuadrat nilai X

Σy^2 = Jumlah dari kuadrat nilai Y

$(\Sigma x)^2$ = Jumlah nilai X kemudian dikuadratkan

$(\Sigma y)^2$ = Jumlah nilai Y kemudian dikuadratkan

Trust test

Reliability test is a test conducted to measure the questionnaire which is an indicator of a variable or construct. A questionnaire is said to be *reliable* or reliable if a person's answer to a statement is consistent or stable from time to time (Ghozali, 2009:45). Reliability calculations were carried out using the SPSS 16 statistical program and tested for reliability using *the Chronbach measurement technique Alpha.*

The decision-making criteria are as follows:

a. If the value of *Cronbach's Alpha* Overall > *Cronbach alpha If itemdeleted* , then it is declared reliable.

b. my indigo is *Cronbach's Alfa* whole< *Cronbach alpha If itemdeleted* , then it is declared unreliable.

Correlation coefficient

The correlation coefficient is a value that indicates whether or not there is a strong linear relationship between two variables. The correlation coefficient is usually denoted by the letter r where the value of r can vary from -1 to +1. The value of r that is close to -1 or +1 indicates a strong relationship between the two variables and the value of r that is close to 0 indicates a weak relationship between the two variables. While the + (positive) and - (negative) signs provide information about the direction of the relationship between the two variables. If the value is + (positive) then the two variables have a unidirectional relationship. In other words, an increase in X will coincide with an increase in Y and vice versa. If the value is – (negative) it means that the correlation between the two variables is opposite. An increase in the value of X will be followed by a decrease in Y.

$$r_{xy} = \frac{N\Sigma xy_{-(\Sigma x)}(\Sigma y)}{\sqrt{(N\Sigma x^2 - (\Sigma x)^2(N\Sigma y^2 - (\Sigma y)^2)}}$$

Information:

r_{xy} = Koefisien korelasi antara variabel X dan variabel Y

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Σx^2 = Jumlah dari kuadrat nilai X

Σy^2 = Jumlah dari kuadrat nilai Y

$(\Sigma x)^2$ = Jumlah nilai X kemudian dikuadratkan

$(\Sigma y)^2$ = Jumlah nilai Y kemudian dikuadratkan

Coefficient of Determination R^2

The higher R2. the more important a variable is because in this study it consists of several variables, the coefficient of determination will be used to measure the contribution of the independent variable to the dependent variable.

Hypothesis test

Hypothesis testing is a decision-making method based on data analysis, both from controlled experiments and from (uncontrolled) observations. An outcome can be said to be statistically significant if it is almost impossible for an event to be caused by chance, according to a predetermined probability limit.

Overall Hypothesis Testing (t Test)

The t-test is known as a partial test, which is to test how much influence each independent variable individually has on the dependent variable. This test can be done by comparing t count with t table or by looking at the significance column for each t count. However, if the probability or significance value is > 0.05, it can be said that there is no significant relationship between each variable. T-test can also be done with the help *of SPSS software.*

FINDINGS AND DISCUSSION

In the validity test, all questionnaire items used to measure Variable X (Work Stress) and Variable Y (Employee Performance) will be tested for validity. With an r $_{table}$ of 0.3, then if the data for calculating the correlation coefficient of SPSS 25 (r) data is known that all correlation items are greater than r $_{table}$, then the instrument is declared valid. the correlation value of each question with the total score obtained is greater than 0.3 so that it can be concluded that each question item used is valid and can be used in further data analysis.

In testing the reliability using SPSS Statistics 25 the steps that are processed are the same as the steps for testing the validity. Because the output of both appears at the same time. The reliability of a variable is said to be good if it has a *Cronbach's Alpha value > 0.600.* The following are the results of the reliability test using the SPSS Statistics 25 program:

Table 2. Variable X Reliability Test (Work Stress)

Reliability Statistics	
Alpha Cronbach	N Items
,713	6

Source: SPSS 25. processed data

Table 3. Y Variable Reliability Test (Employee Work Achievement)

Reliability Statistics	
Alpha Cronbach	N Items
,721	8

Source: SPSS 25. processed data

The output of SPSS Statistics 25, in table 2 and table 3 above shows that *Cronbach's Alpha* for variable X is 0.713 > 0.600 and for variable Y is 0.721 > 0.600. So it can be concluded that the question which is a variable dimension of Job Stress and Employee Performance is Reliable.

The correlation coefficient test is used to measure the level of relationship between the independent variable (X) and the dependent variable (Y). The value of R ranges from 0 to 1, the closer to 1 means the stronger the relationship, otherwise the closer to 0 the weaker the relationship. To measure the strength or weakness of the relationship between work stress variables and employee performance variables, the Pearson formula in SPSS Statistics 25 is used.

Table 4. Correlation Coefficient Test

Model Summary				
Model	R	R box	Customized R Square	Std. Estimated Error
1	·318	,101	,074	2.00454

a. Predictors: (Constant), X (Work Stress)

Source: SPSS 25. processed data

Based on table 4 above, the correlation coefficient value is 0.318. Shows that the direct relationship between job stress and employee performance is strong. The coefficient of determination test is used to state the amount of contribution/contribution of the independent variable (work conflict) to the dependent variable (employee performance).

Employee Performance that has been studied by previous researchers, namely: (Prayetno & Ali, 2017), (Putri Primawanti & Ali, 2022), (Tian Sanjaya et al., 2022), (Rajab & Saputra, 2021).

Table 5. Coefficient of Determination Test

Model Summary

Model	R	R box	Customized R Square	Std. Estimated Error
1	·318	,101	,074	2.00454

a. Predictors: (Constant), X (Work Stress)

Source: SPSS 25. processed data

Based on table 5 above, the coefficient of determination is 0.101. Then the coefficient of determination is as follows:

$KD = (R^2)$ X 100%
= 0.101 X 100%
= 10.1%

This shows that the effect of work stress on employee performance 10.1%. The remaining 89.9% is influenced by other variables not included in this study. Simple linear regression test was used to determine the effect of the linear relationship between one variable and another. The results of the simple linear regression test can be seen in the following table:

Table 6. Simple Linear Regression Test

coefficient $^-$

Model		Non-standard coefficient		Standard Coefficient	T	Signature
		B	Std. Error	Beta		
1	(Constant)	36,778	3,472		10,592	,000
	X	-,345	,179	-,318	-1,928	,062

a. Dependent Variable: Y (Employee Performance)

Source: SPSS 25. processed data

Based on table 6 above, in column B the constant value for the work stress variable is -.345 while for the employee performance variable it is 36,778 so that the regression equation can be explained as follows:

$$Y = 36,778 -,345 X$$

1. Constant (a) is 36.778 with a significance value of 0.000 which means it is smaller than the value = 0.05. It can be interpreted that if work stress or the value of X = 0 is considered constant, then the employee's work performance value is 36,778.
2. -.345, which means that for each addition of (1) work stress, the level of employee performance will increase by -.345 .
3. With a significant level of 0.000, the regression coefficient has a significant relationship between job stress and employee performance.

The t test is used to determine whether the work stress variable (X) has a significant effect on employee performance (Y). With an alpha value (α) 5% at a 95% confidence level with the following criteria:

1.   If t $_{count}$ > t $_{table}$ then the hypothesis is accepted.
2.   If t $_{count}$ > t $_{table}$ then the hypothesis is rejected.

Table 7. t test

Model		Non-standard coefficient		Standard Coefficient	T	Signature
		B	Std. Error	Beta		
1	(Constant)	36,778	3,472		10,592	,000
	X	-,345	,179	-,318	-1,928	,062

a. Dependent Variable: Y (Employee performance)

Source: SPSS 25. processed data

Based on table 4.30 above, it can be seen that the results of hypothesis testing indicate that work stress (X) has a significant effect on employee performance (Y) as indicated by t $_{count}$ > t $_{table}$ (-1.928 > 10.592) with a significance of 0.000 < 0.05. So that at an error rate of 5% there is a strong reason to reject (H$_o$) and accept the research hypothesis (H). which means that work stress partially has a negative and significant effect on employee performance

Work Stress that has been studied by previous researchers, namely: (Chauhan et al., 2019), (Bhastary Dwipayani, 2020), (Hendrawan et al., 2018), (Munawar & Saputra, 2022), (Dhania, 2010), (Ceven et al., 2009).

CONCLUSION AND RECOMMENDATION
Conclusion

Based on the results of research and data that has been processed regarding the relationship between employee job stress and employee performance, it can be concluded that:

1. Based on the results of the answers from respondents as many as 35 people who answered 5 questions about work stress with a score of 677 categorized as very good.
2. Based on the results of the answers from respondents as many as 35 people who answered 7 questions about achievement with a score of 1054 categorized as very good.

Job stress has a negative and significant effect on employee performance. In other words, the more work stress experienced, the performance of employees in the company will decrease. Based on the results of data analysis and hypotheses, such as simple linear regression analysis which shows that work stress has a negative effect on employee performance, the results of the t test show that t $_{count}$ is greater than t $_{table}$ so that the hypothesis can be proposed. received.

Recommendation

Based on the research that has been done, the researcher gives some suggestions as follows:

1. For companies, leaders should be more firm with employees regarding applicable company SOPs.

2. Employees should understand each other's character, in order to create a comfortable work environment. Do not focus on the problems that are happening in the office, improve the quality of work, compete fairly.

    For researchers. Don't focus too much on calculating the right time to do research, but make it an opportunity itself so that the desired goals are achieved and problems that occur are immediately resolved

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